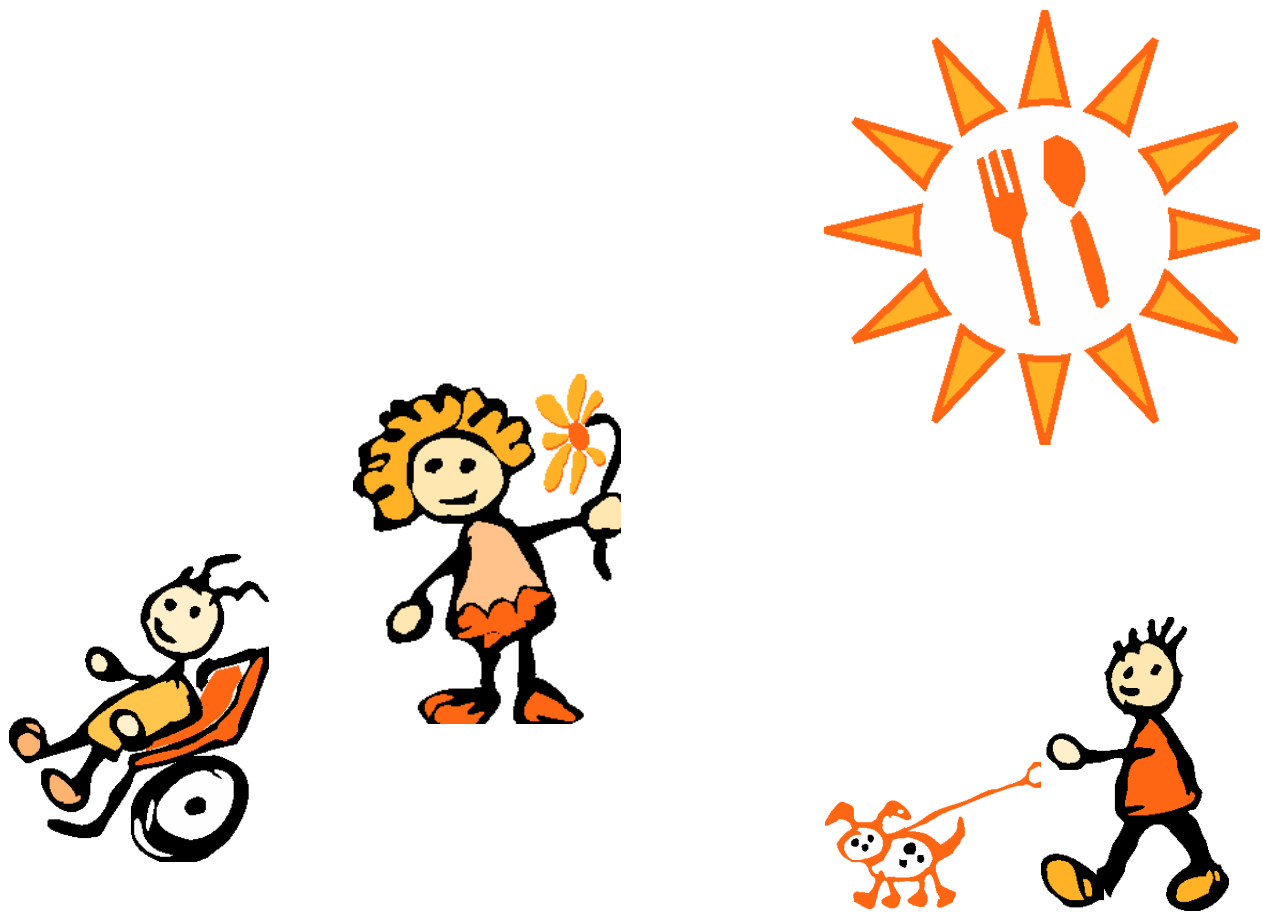


Missouri Department of Health and Senior Services

Summer Food Service Program

2003 Site Supervisor's Guide



**Bureau of Community Food and Nutrition Assistance
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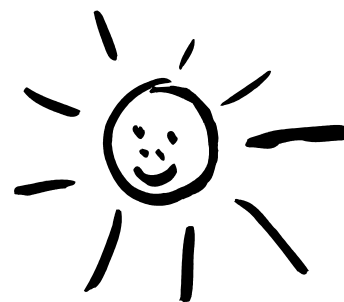
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Introduction



In this book, you will find:

- What you can expect from your sponsor;
- Your responsibilities as a site supervisor;
- The meal pattern requirements for the meals you serve;
- Safety rules to keep in mind;
- How to work with official visitors;
- Questions and Answers; and
- Some do's and don'ts while running your site.

A smoothly run site for the Summer Food Service Program (SFSP) is something that every sponsor and site worker hopes to achieve. Everyone wants an organized, well-supervised program that meets the goal of the SFSP - to serve fresh, well-balanced meals that are appetizing to participants, come rain or shine. Working toward that goal, each site's staff uses the same key ingredients: lots of dedication, time, and know-how.

As a site supervisor, your dedication to your job will have a major impact on the success or failure of your sponsor's program. For example, since your sponsor's reimbursement is based on the daily records you keep of the meals prepared or delivered and served, how well you keep those records will directly affect your sponsor's program. You are the one who must alert your sponsor when something is wrong with the meals - when the food is spoiled or when there is too much or not enough food. By working cooperatively with your sponsor and following program guidelines, you can make sure that your site provides nutritious meals and snacks to children and/or eligible disabled adults in your neighborhood during school vacation periods.

What You Can Expect from Your Sponsor

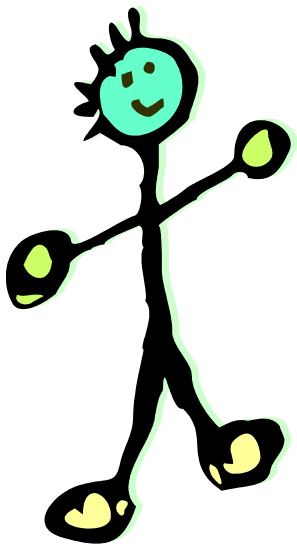
To maintain a good relationship, both you and your sponsor should clearly know which responsibilities are yours as the site supervisor, and which are the sponsor's. The sponsor will:

- handle all the bills and most of the paperwork involved in running the program. (You are responsible for keeping records of meals that are served at your site.)
- arrange a pre-operational training session for you.
- conduct a pre-approval visit to your site to ensure that it is suitable and may request required improvements.



Information the Training Should Cover

- ☞ the kind of meal service (self preparation or delivered) your site will have;
- ☞ the types of meals your site will serve;
- ☞ the times meals are delivered and served;
- ☞ recognizing and serving a complete meal;
- ☞ the proper method for counting meals;
- ☞ trash removal service;
- ☞ record-keeping requirements for your site's food service;
- ☞ the people to call about problems and when and where to call them;
- ☞ local health and sanitation standards;
- ☞ local security and safety considerations; and
- ☞ the nondiscrimination policy.



- advise which meal types will be served at your site.
- let you know if your site is limited to serving a maximum number of meals by meal type. If maximum levels for each meal service at your site have been established, your sponsor will not receive reimbursement for meals served in excess of the approved maximum levels.
- instruct you on what to do with any leftover meals. You and the sponsor should work together to ensure that each participant receives only one meal at each mealtime and that food is not wasted. Your sponsor will explain if seconds may be served.
- give you a supply of forms for recording the meals served daily. The sponsor should explain how often you should return the completed forms and how. For example, the site monitor may pick up the forms or you may be told where to mail them. This record is important because your sponsor will be paid only for the meals that your daily records show were served as first, and possibly second, meals to participants.

- assign a monitor to visit your site, to review operations, and answer any questions you may have. The monitor will fill out and discuss review forms with you and may provide onsite follow up training and guidance.
- make periodic, unannounced visits to your site.

Some Review Questions

- ☞ Are the participants eating the entire meal at the site?
- ☞ Are adults from the community who do not work with the program being fed?
- ☞ Are all components of the meal being served to participants as one unit, or are the meal components served separately?
- ☞ Do the meals meet the meal patterns that are on page 8 of this handbook?
- ☞ Are meals at your site served only during the assigned times?
- ☞ Do the participants know where the serving will take place when the weather is bad?
- ☞ Are you filling out your records completely every day?
- ☞ When meals are delivered, are you counting the meals before you sign the delivery receipt? Are you checking for spoilage, missing food components, or portions that are too small?
- ☞ Do the monitor's counts match your counts?
- ☞ What do you do with leftover meals?
- ☞ Are second meals served as complete meals?
- ☞ Do you change the number of meals you prepare or order depending on the number of participants who come to the site?
- ☞ Are meals served to all participants regardless of race, color, national origin, sex, age, or disability?

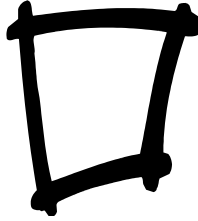


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- Provide program informational material, as necessary, in the appropriate translation concerning the availability of meals and nutritional benefits of the program.
 - Include the nondiscrimination statement, and describe how to file a complaint, in any program information directed to parents of participants and potential participants.
 - Provide you with an approved nondiscrimination poster for prominent display at the site, and explain that your site must be open to all attending participants, regardless of race, color, national origin, sex, age, or disability.
 - Record, or ask you to record, the number of participants by ethnic/racial category.
 - Provide you with the information and assistance you feel you need. Let your sponsor or monitor know about any problems you are having so they can be corrected quickly.

What You Must Do for Your Sponsor

As site supervisor, you must:

- Attend the training session(s) provided by your sponsor. You must attend the session before your site begins its summer food service operation. Someone who has received program training must be present at each site when meals are being served.
- Order from your sponsor, or prepare at your site, only the number of meals you need. Even with the most carefully planned programs, sites occasionally have more meals than they do participants to eat the meals. Discuss with your sponsor if seconds may be served and what to do with leftovers, if you have ordered or prepared too many meals. Contact your sponsor to change the number of meals delivered if you have many meals leftover, or if you do not have enough meals to serve all of the participants by the end of the meal period. If you prepare the meals at your site, plan to change the number you prepare to meet the needs of your site.
- Check with your sponsor to see how meals will be delivered to your site. Usually, vendors and food service management companies must deliver each meal in a single package or unit. Only milk or juice can be delivered separately. However, there are some exceptions. Your sponsor will tell you if any exceptions have been approved for your site.



- Count the number of meals delivered, and check them thoroughly each day. Meals delivered from a central kitchen should also be counted and checked for good program management. It is important to check food on delivery for proper temperatures. Make sure thermometers are available to check the temperature. Sign only for the number of acceptable meals delivered and write the time of delivery on the receipt. If everything has been delivered correctly, sign the receipt. If the delivery is NOT correct, do NOT sign the receipt without clearly writing on the receipt the problems with your site's delivery. You should immediately notify your sponsor of the problems you had that day.
- Keep a copy of the delivery receipt with your daily report. Your sponsor will let you know how and when your daily forms and these receipts will be collected or mailed to the sponsor's office.
- Count meals at the point of service. This helps to make sure that the meal counts are accurate. At the end of each meal write down on the daily report form provided by the sponsor, the number of complete breakfasts, lunches, snacks, or suppers you served as first meals and as second meals.
- Make sure the meals served meet the meal pattern requirements. This rule applies to all meals - those prepared at your site or those delivered by a food service management company or other vendor. Contact your sponsor when meals do not meet the meal patterns listed in this guide.
- Serve one complete meal to each participant, unless instructed differently by your sponsor. (If you have a school sponsor, you may be able to use “offer versus serve” or OVS. This means that participants do not have to choose every component of the meal that is offered to them. In an OVS meal service, you have to offer a complete meal to each participant, but the participant can refuse one or more of the components. In a non-OVS meal service, you have to serve the complete meal. Each meal you serve must contain the correct portions of each of the components included in the meal pattern.
- Serve only one meal to each participant during a meal service. After all participants receive one complete meal, you may serve a limited number of second meals if permitted by your sponsor.
- Be sure that participants eat the entire meal at the site, unless the sponsor allows a piece of fruit or vegetable to be taken off-site. Check with your sponsor to find out if this is allowed.

- Do not allow parents to eat any portion of the participants' meal.
- Serve meals to children 18 years of age or younger, or people (of all ages) with physical or mental disabilities who participate in special school programs for the disabled.
- Never serve spoiled food or incomplete meals to participants. Contact your sponsor immediately if you receive spoiled or incomplete meals so that the sponsor, in turn, can alert the appropriate people.
- Serve the approved meals at your site only during the meal times assigned by your sponsor. Since some sites are exempt from some of the following time limitations be sure to check with your sponsor.

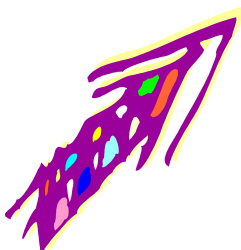


- Meals must be delivered within 1 hour before serving time if your site does not have a refrigerator or adequate storage facilities.
- You must allow at least 3 hours between the beginning of one approved meal service and the beginning of another (breakfast, lunch, snacks, and/or supper).
- If you do not serve a snack after lunch and before supper, then you must allow at least 4 hours between lunch and supper.
- You must begin serving supper before 7 p.m. and end by 8 p.m.
- You can only serve lunch and supper for 2 hours. Breakfast and snack service cannot last more than 1 hour.
- Serve meals to all attending participants regardless of race, color, national origin, sex, age, or disability.
- Allow all participants equal access to services and facilities at your site regardless of race, color, national origin, sex, age, or disability.
- Display in a prominent place a nondiscrimination poster provided by your sponsor. If your site is outdoors, you may want to take the poster back and forth each day or attach it to the coolers or warming units.
- Make program material provided by your sponsor available to the public upon request.

The First Day

The first day is very important. It is when you introduce the participants to the summer meal service. Although signs and posters around the site will help both children and neighborhood adults remember the rules, you should make sure they understand the rules. Before mealtime on the first day of your program, take time to talk with the participants about the following:

- **who may eat at the site** - children who are aged 18 or younger or adults who are physically or mentally disabled and who participate in a special school program for the disabled;
- **when the meals will be served;**
where the meals will be served when the weather is bad;
- **what type of meals will be served;** and
- **why meals must be eaten at the site,** (unless your sponsor allows a piece of fruit or vegetable to be taken off-site).



Meal Pattern Requirements

The meal pattern requirements assure well-balanced, nutritious meals that supply the kinds and amounts of foods that children require to help meet their nutrient and energy needs. You must make sure that meals served at your site meet the meal pattern requirements listed on the following page. Compare the menus of the meals to be served at your site with these requirements and learn to recognize incomplete meals.

For a Meal to be Reimbursable it Must Contain:		
Breakfast	Lunch or Supper	Snack
One serving of milk; One serving of a vegetable or fruit or a full-strength juice; and One serving of grain or bread. A meat or meat alternate is optional.	One serving of milk; Two or more servings of vegetables and/or fruits; One serving of grain or bread; and One serving of meat or meat alternate.	Must contain two food items. Items must be from a different component. However, juice cannot be served when milk is served as the only other component.

Summer Food Service Program Meal Patterns

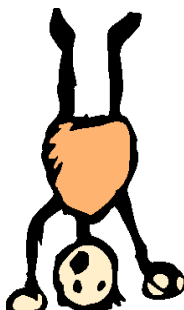
Food Components	Breakfast	Lunch or Supper	Snack¹ (Choose two of the four)
Milk Milk, fluid	1 cup (8 fl. oz.) ²	1 cup (8 fl. oz.) ³	1 cup (8 fl. oz.) ²
Vegetables and/or Fruits Vegetable(s) and/or fruit(s) or Full-strength vegetable or fruit juice or an equivalent quantity of any combination of vegetables(s), fruit(s), and juice	$\frac{1}{2}$ cup $\frac{1}{2}$ cup (4 fl. oz.)	$\frac{3}{4}$ cup total ⁴	$\frac{3}{4}$ cup $\frac{3}{4}$ cup (6 fl. oz.)
Grains and Breads⁵ Bread or Cornbread, biscuits, rolls, muffins, etc. or Cold dry cereal or Cooked pasta or noodle product or Cooked cereal or cereal grains or an equivalent quantity of any combination of grain/bread	1 slice 1 serving $\frac{3}{4}$ cup or 1 oz. ⁶ $\frac{1}{2}$ cup $\frac{1}{2}$ cup	1 slice 1 serving $\frac{3}{4}$ cup or 1 oz. ⁶ $\frac{1}{2}$ cup $\frac{1}{2}$ cup	1 slice 1 serving $\frac{3}{4}$ cup or 1 oz. ⁶ $\frac{1}{2}$ cup $\frac{1}{2}$ cup
Meat and Meat Alternates Lean meat or poultry or fish or alternate protein product ⁷ or Cheese or Eggs or Cooked dry beans or peas or Peanut butter or soy nut butter or other nut or seed butters or Peanuts or soy nuts or tree nuts or seeds or Yogurt, plain or sweetened and flavored or An equivalent quantity of any combination of the above meat/meat alternates	(Optional) 1 oz. 1 oz. 1/2 large egg $\frac{1}{4}$ cup 2 tbsp. 1 oz. 4 oz. or $\frac{1}{2}$ cup	 2 oz. 2 oz. 1 large egg $\frac{1}{2}$ cup 4 tbsp. 1 oz. = 50% ⁸ 8 oz. or 1 cup	1 oz. 1 oz. 1/2 large egg $\frac{1}{4}$ cup 2 tbsp. 1 oz. 4 oz. or $\frac{1}{2}$ cup

For the purpose of this table, a cup means a standard measuring cup.

Indicated endnotes can be found on the next page.

Endnotes

1. Serve two food items. Each food item must be from a different food component. Juice may not be served when milk is served as the only other component.
2. Shall be served as a beverage, or on cereal, or use part of it for each purpose.
3. Shall be served as a beverage.
4. Serve two or more kinds of vegetable(s) and/or fruit(s) or a combination of both. Full-strength vegetable or fruit juice may be counted to meet not more than one-half of this requirement.
5. All grain/bread items must be enriched or whole-grain, made from enriched or whole-grain meal or flour, or if it is a cereal, the product must be whole-grain, enriched or fortified. Bran and germ are credited the same as enriched or whole-grain meal or flour.
6. Either volume (cup) or weight (oz.) whichever is less.
7. Must meet the requirements in Appendix A of the SFSP regulations.
8. No more than 50 percent of the requirement shall be met with nuts or seeds. Nuts or seeds shall be combined with another meat/meat alternate to fulfill the requirement. When determining combinations, 1 oz. of nuts or seeds is equal to 1 oz. of cooked lean meat, poultry, or fish.



Keep These Food Safety Rules in Mind

- Keep hot foods HOT! (Keep food at 140 °F or above)
- Keep cold foods COLD! (Refrigerate or chill food at 40 °F or below)
- Keep frozen food in a freezer at 0 °F or lower.
- Be sure thermometers are available and use them properly.
- Cook hazardous foods to proper internal temperatures. Use a meat thermometer.
- Do not partially cook food one day and complete cooking the next day.
- Prepare sandwiches and salads with a minimum amount of handling. Use disposable plastic gloves.
- Promptly refrigerate or freeze leftovers. Divide large quantities into smaller containers or use shallow pans, and cover loosely for quick cooling. Once cooled, tightly cover and date leftovers.
- Reheat leftovers to at least 165 °F.
- Maintain proper holding temperatures, 140 °F or above.
- Thaw poultry and meat in a refrigerator and not on counters. Refreeze only if ice crystals are still present.
- Never let perishable food reach a temperature between 40 °F and 140 °F. Discard food if it does.
- Keep meals and milk not being served at the time in the refrigerator or cooler at a temperature of 40 °F or below. Hot meals should be in a warming unit or insulated box at a holding temperature of 140 °F or more.
- Empty garbage cans daily. They should be kept tightly covered and thoroughly cleaned. Use plastic or paper liners.
- Remember that you cannot determine food safety by sight, taste, odor, or smell. If there is *any* doubt, throw the food away.
- Follow instructions exactly on how to use and clean kitchen equipment.
- Train food service employees on the safe use of all types of equipment and on personal hygiene.
- Keep a fire extinguisher and first-aid kit handy and instruct all personnel in their use.

Official Visitors

From time to time, your site may have official visitors who will want to talk with you about the food service. These visits are unannounced in most situations. They will be glad to provide identification. If you have any doubts, check with your sponsor. You should keep a written record of these visits for reference purposes, and you should report the results of all official visits and reviews to your sponsor. In addition to the monitors from your sponsor's office, you should expect to see representatives from the local health department. State agency and Federal staff who administer the SFSP will also review the program. All these people will want to work with you and your sponsor to help ensure smooth food service operations at your site. Remember, these officials will note any problems they observe. It is your responsibility to make sure your meal count matches the reviewers' count (sponsor, State agency, or Federal) at your site. If you are unable to match the meal count, you must explain on your meal count record why the two counts do not match.

Because your sponsor may not be paid for those meals you serve that do not meet program requirements, you must make sure your site meets all requirements and that any problems are corrected immediately. If you receive a violation notice from a monitor or health department representative, take immediate steps to correct the violation and inform your sponsor.



Questions and Answers

These are frequently asked questions about the SFSP. If you have other questions, contact your sponsor. Your sponsor is there to help you run a good program.

1. As a site supervisor, what are some of my responsibilities?

You must attend training before the site opens; you must order and receive the meals from your sponsor; ensure the proper number of complete meals are delivered; and ensure the correct number of complete meals are safely served to children 18 years old or younger and/or eligible disabled adults. You must also ensure the participants eat their meals on site; that you do not discriminate against any participants, and prepare complete and accurate records of deliveries, meal counts, and other paperwork as necessary.



2. What will I learn during my training session?

Some of the things you will learn at your site supervisor's training are: the types of meals you will serve and how to serve them properly; how to count the meals you serve; how to maintain local security, safety, health and sanitation standards; and how to keep complete, accurate records.

3. What should I do if my site's meals are not delivered?

Call your sponsor immediately and explain that you did not receive your meals. The sponsor will notify the people responsible for delivering the meals.

4. What should I do if meals are delivered late?

First, discuss the problem with the driver and make a note of the problem on the delivery receipt. If the problem continues, call your sponsor.

5. What should I do if the food is spoiled?

If you realize that any meals are spoiled before you sign for them, refuse to accept them. If you do not realize there is a problem until you are serving the food, immediately stop the meal service and take back **all** meals. This can be a very dangerous situation, so do not serve any part of any of the meals. Call the sponsor immediately. Let the sponsor notify the vendor; someone will come to pick up the spoiled meals. This

procedure applies even if only one meal component is spoiled.

6. May I serve meals to adults who are working with the food program?

Your sponsor will give you instructions regarding adult staff meals.

7. May I serve meals to adults in the community?

This program is primarily for children and disabled adults enrolled in school programs. You should post signs at the site so that other adults understand that the SFSP is not for them. You may want to check food assistance programs in your area that serve adults and senior citizens so you can refer them to other places where they can receive meals or food.

8. What should I do if adults demand meals?

Call your sponsor immediately. The sponsor will probably send someone to the site to deal with the problem.

9. May I serve seconds?

Check with your sponsor. Even if your sponsor allows you to serve seconds you should plan to serve only one complete meal per participant. However, even with good planning, you will have extra meals left when attendance fluctuates, and if your sponsor allows it, you may serve second meals. All second meals served must be complete meals to count as a reimbursable meal. Always indicate on your daily record how many seconds you serve. Since there are limits on the number of seconds that can be reimbursed, contact your sponsor to adjust your meal order if you are receiving too many meals. If you prepare the meals at your site, adjust the amount of food you prepare to plan on serving one meal per participant.

10. What can I do when a participant does not want to eat every item of their meal?

You can designate sharing tables or stations where participants may return whole items that they choose not to eat, provided that this is in compliance with local and State health and safety codes.

11. What should I do if participants do not want to eat at the site?

Check with your sponsor to find out if a piece of fruit or a vegetable item may be taken off-site. If it is permitted, make sure that participants are not taking any other food components off-site. If the sponsor does not allow any items to be taken away from the site, tell the participants that they must eat the whole meal at the site. You may want to post signs, and if this is a recurring situation notify your sponsor.



12. What are some of the safety rules I should keep in mind?

Keep hot foods hot, and cold foods cold; properly store leftover foods, keep milk at the proper temperature before serving; empty garbage cans daily; and keep a fire extinguisher and first aid kit close by, training all site personnel in its use.



13. What should I do if I suspect a participant has a food borne illness?

If you suspect a food borne illness take the following action.



- Get the following information:
 - name(s) of the participant(s);
 - name(s) of parent(s) or guardian(s);
 - parent's or guardian's telephone number;
 - when the participant last ate (the date and the time);
 - what the participant last ate (include everything eaten);
 - whether, if anything, tasted bad when it was eaten; and
 - what time the participant began to feel ill, including the symptoms.
- Include information on the food item(s) involved. Keep all leftovers of the suspected food(s) and mark "DO NOT USE."
- Call the local or State Health Department and inform them of the incident. They will direct you on what to do for the participant(s) and with the suspected food(s).
- Contact your sponsor to inform them of the incident.

14. How does my sponsor get paid for the meals I serve?

Sponsors are paid either a set amount per meal or for the cost of the meal, whichever is less. Sponsors are reimbursed according to the daily records you keep that account for all categories of meals you serve. Your records are the sole basis for reporting the number of meals you serve. They are also the only basis for your sponsor's reimbursement.

Do's and Don'ts

Do . . .

-  Prepare/order only the number of meals needed.
-  Count the meals as they are received.
-  Check the meals to be sure you have received all the menu items and that none of the items are damaged or spoiled. Note any problems directly on the delivery receipt and sign the receipt.
-  Clean the site before you serve the meal.
-  Put up the approved nondiscrimination poster.
-  Serve the meal only during the assigned time period.
-  Prepare and serve the meal according to State and local health and safety standards.
-  Serve the participants in an organized manner at mealtimes.
-  Serve each participant all menu items at one time.
-  Count and record the number of meals as they are given out.
-  Count second meals separately if your sponsor allows seconds. Second meals must be served as complete units.
-  Complete the daily records in a timely manner. Keep them in a safe place away from the participants, the weather, and animals.
-  If possible, organize site activities so that your staff and the participants have interesting things to do when it is not mealtime. Boredom and idleness often result in continuous staff turnover and changes in attendance by the participants. When this happens, you and your site are at a disadvantage.
-  Plan the staff members' time so they may sit with the participants while they eat.
-  Encourage the participants to try new foods. Have fun!
-  Clean the site after the meal.

Don't . . .

- ☞ Serve second meals until all participants at the site have been served one complete meal.
- ☞ Serve meals with missing components, unless your site is approved to serve “offer versus serve” (OVS) meals.
- ☞ Serve meals to parents or other adults from the community, unless allowed by your sponsor.
- ☞ Allow any part of the meal to be taken offsite, unless your sponsor allows a piece of fruit or vegetable to be taken off site.
- ☞ Sign meal receipts until all meals are carefully counted and checked.
- ☞ Allow discrimination against any participant because of race, color, national origin, sex, age, or disability.
- ☞ Forget to have each meal service supervised by a person trained in the operation of the program.
- ☞ Hesitate to contact your sponsor if you have concerns.



Notes

Site Name and/or Site Number

Site Supervisor's Name

Sponsor Name

Sponsor's Representative

Sponsor's Address

Sponsor's Telephone Number

Comments: _____

